

22 | Incident Management Protocols

Describe in detail your understanding of incident management protocols and structure used in the State of Georgia. How will this program fit into existing structure? How will the operators respond appropriately to incidents?

Highlights

AECOM's RAM Management Team (Brian Purvis, Thomas Mims, and Emanuel Jackson) have direct knowledge of Georgia Incident Management Protocols and Structure. They have all performed outreach, training and incident response. Through our work on the Metro Atlanta Time Task Force, GDOT HERO operations and Maintenance Operations, and NCDOT Statewide Incident response we have a wealth of knowledge in how GDOT and response agencies respond and how the RAM program will communicate, cooperate and coordinate with others across the state.

Incident Management Protocols and Structure in Georgia

There are numerous agencies which have a role in incident management in the state of Georgia. The roles and responsibilities of these agencies generally vary based on the location, type and severity of the incident and whether or not an emergency declaration has been made by the Governor.

For the purposes of traffic incident management, agencies in Georgia follow the Incident Command System (ICS) for the command, control and coordination of incident response. Within Georgia, law enforcement typically serves as the Incident Command at most non-injury traffic incidents with other agencies playing a support role, except when protection of life and property are of concern, in which the fire department assumes incident command. The table below identifies the various agencies that typically respond to incidents, and defines the role of each agency (*note that GDOT has an enhanced role in metro Atlanta due to the presence of the HERO program*).

Agency	Role in Traffic Incident Management
Georgia Department of Transportation (GDOT)	<ul style="list-style-type: none"> Respond to traffic incidents when requested by law enforcement or 911 Provide traffic control and establish detour routes for incidents that require complete closure or have major roadway blockage Identify and repair damage to state property Provide debris removal for certain incidents Provide traveler information on DMS, 511, web and media
Georgia State Patrol (GSP)	<ul style="list-style-type: none"> Provide law enforcement along state highways Investigate traffic incidents Dispatch fire, rescue, EMS, towing, GDOT and others Establish and maintain statewide towing rotation Dispatch tow trucks for damaged and/or disabled vehicles Manage response to evacuation routes and major incidents

Local Law Enforcement	<ul style="list-style-type: none"> • Provide law enforcement along state highways • Investigate traffic incidents • Dispatch fire, rescue, EMS, towing, GDOT and others • Establish and maintain local towing rotation • Request tow trucks for damaged and/or disabled vehicles
Local Fire and EMS	<ul style="list-style-type: none"> • Rescues/extricates crash victims • Extinguishes fires • Provides medical treatment and transport • Protect life and property
Georgia Emergency Management Agency (GEMA)	<ul style="list-style-type: none"> • Coordinate response among state and local agencies for major incidents • Notified when incidents contain certain hazardous materials or result in potential environmental damage • Coordinate federal response if required • Manage large-scale evacuations and response, mitigation and recovery to natural and man-made disasters
Coroner and Medical Examiner	<ul style="list-style-type: none"> • Responds to and determines cause of fatal accidents
Towing and Recovery	<ul style="list-style-type: none"> • Remove damaged or inoperable vehicles from the roadway • Mitigate debris and non-hazardous spills

Non-Emergency Traffic Incidents

Either GSP or local law enforcement (Sheriff or local police) responds to most non-emergency traffic incidents. Fire departments and EMS will respond if there is a report of possible injury or fire. GDOT typically does not respond to non-emergency traffic incidents unless requested by law enforcement (typically in situations where there is a material spill, damage to state property or need for a traffic detour).

Emergency Events and Disasters

In emergency events impacting the state highway system (inclement weather, flooding, evacuations, etc.), there is typically a need for coordination among numerous agencies. In these situations, GEMA and GSP will take active roles in managing the event. These events also require the need for heightened participation by GDOT and the State Maintenance Engineer becomes GDOT's lead Incident Commander.

How does RAM fit?

Historically, GDOT Maintenance staff was responsible for responding to incidents outside the metro Atlanta area. These calls place a heavy burden on GDOT Maintenance staff due to disruption in daily activities and the frequent after-hours callouts. With the introduction of the RAM program, GDOT will have a new resource to relieve the Maintenance staff of the burden of responding to most minor incidents and minor debris removal. The program will provide an additional resource for GDOT, first responders and the traveling public at incident scenes and will provide the following benefits:

- Support for law enforcement and GDOT by providing dedicated incident scene assessments and allowing agencies to make appropriate responses.
- Encourage quick clearance by assisting with traffic control, coordination with various agencies managing the incident and assisting with debris removal.
- Provide regular working hour incident response to keep GDOT Maintenance forces dedicated to routine, planned maintenance activities.
- Provide after-hour response to minimize GDOT Maintenance staff disruptions for minor or short-term incidents.

How will operators respond to incidents?

RAM operators will be available 24/7 to respond to incidents during their shifts or when dispatched for after-hour emergencies. A member of the AECOM RAM Management Team or a RAM Supervisor will be on-call 24/7 to assist RAM Dispatchers and Operators with guidance and direction during incidents.

When incidents occur during regular hours, RAM Dispatchers will dispatch the closest RAM Operator to the scene, which typically will be the operator assigned to the route. Upon arrival at the incident, the operator will immediately contact RAM Dispatch (or the Atlanta TMC after hours) to provide coordination, traveler updates, and needed dispatch information for additional resources or information updates. Shortly after arrival on the scene, the Operator will assess the situation, identify and communicate with the incident commander, provide temporary traffic control, respond to and mitigate the incident and provide needed dispatch information and coordination.



For after-hours incidents, RAM staff will be dispatched by TMC. AECOM will provide weekly scheduled updates to TMC staff which include details on the Operators on-call for each route. We will use the "4UP/4Down" methodology where AM Operators are responsible for the four hours prior to their shift and PM Operators are responsible for the four hours after their shift. This approach eliminates operators having to work double shifts, which is a safety concern.

Due to the broad coverage area of the RAM program, AECOM is proposing to have RAM Operators commute in their vehicles to minimize their time to respond to after-hours incidents. Additionally, we will have a pool of trained on-call staff to respond to incidents, and they will be called into action when regularly scheduled operators are unavailable to extend their regular shift.